NAME 10

Address | Phone | Email

# Skills Summary

I have 7 years of experience as an administrative assistant, receptionist and personal assistant. I specialize in making clients feel at ease, especially those difficult clients. I have extra certification in project management, which means you can trust me to work independently and save you time and money by streamlining your workflow.

# Experience

## Administrative Assistant – Team Lead

### Pockets and Sprockets | 2015 – present

* Was promoted from receptionist to lead administrative assistant in 18 months.
* Provided administrative support to complex projects, which required using Microsoft Office, MailChimp, Asana, Microsoft Project and much more.
* Trained junior administrative assistants in workflow and provided positive coaching.
* Provided warm, friendly customer service and solved client problems.

## Administrative Assistant

### Lita’s Pitas | 2013 - 2015

* Helped customers solve difficult problems and received Employee of the Month 3 times for my exceptional customer care.
* Wrote and proofread documents in Microsoft Office and composed emails, memos and other business documents.
* Worked with other team members to introduce new customer relationship management software and train employees in its use.

# Education

## Kwantlen Polytechnic University – BBA in Business Administration June 2013

GPA: 3.89

# Technical Skills

* Microsoft Office
* Microsoft Project and other project management software
* CRMs (Salesforce)
* Faxing
* Word processing
* Social media marketing
* Project management certificate
* Customer service
* Dispute resolution